



ଅଭିଯୋଗ ପ୍ରତିବିଧାନ ମଞ୍ଚ, ବଲାଙ୍ଗିର

GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:- (06652) 235741

E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Sambit Kumar Nanda (President), Sri Prasanta Kumar Sahoo (Member (Finance))

Memo No.GRF/BGR/Order/ 466 (5)

Dated, the 15th July'2026

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/323/2026																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																
		Sri Santak Kumar Mahapatra, At-Radharanipada, Po/Dist-Bolangir		911124130432	8917311870																
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																	
4	Date of Application	08.07.2026																			
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td></tr><tr><td>7. Interruptions</td><td>8. Metering</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td colspan="2">15. Others (Specify) – Non-Supply of Physical bill.</td></tr></table>				1. Agreement/Termination	2. Billing Disputes	3. Classification/Reclassification of Consumers	4. Contract Demand / Connected Load	5. Disconnection / Reconnection of Supply	6. Installation of Equipment & apparatus of Consumer	7. Interruptions	8. Metering	9. New Connection	10. Quality of Supply & GSOP	11. Security Deposit / Interest	12. Shifting of Service Connection & equipments	13. Transfer of Consumer Ownership	14. Voltage Fluctuations	15. Others (Specify) – Non-Supply of Physical bill.	
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6	Section(s) of Electricity Act, 2003 involved																				
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)	2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause	3. OERC Conduct of Business) Regulations,2004; Clause	4. Odisha Grid Code (OGC) Regulation,2006; Clause	5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause	6. Others										
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6. Others																					
8	Date(s) of Hearing	08.07.2026																			
9	Date of Order	15.07.2026																			
10	Order in favour of	Complainant	✓	Respondent	Others																
11	Details of Compensation awarded, if any.	Nil																			

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Bolangir Town

Appeared:

For the Complainant - Sri Santak Kumar Mahapatra
For the Respondent - Sri Swadhin Sahu, OAG-I (Authorised Representative)

Complaint Case No. BGR/323/2026

Sri Santak Kumar Mahapatra,
At-Radharanipada,
Po/Dist-Bolangir
Con. No. 911124130432

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. I,
TPWODL, Bolangir

OPPOSITE PARTY

ORDER

(Dt.15.07.2026)

During Camp Court hearing at Sec-IV, Balangir on 08th Jul. 2026, the consumer Shri Santak Kumar Mahapatra was present & Shri Swadhin Sahu, OAG-I, Balangir-I Sub-division was present on behalf of opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Santak Kumar Mahapatra who is a LT-Dom. consumer availing a CD of 3 KW. He was disputed that he is not getting the physical bill since last three months. The complainant needs suitable action for physical distribution of energy bill.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 08.07.2026

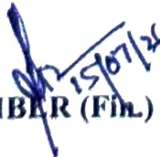
SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-IV section of Balangir-I Sub-division. The complainant represented for physical bill which he is not getting since last three months.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Mar.-2010. The billing dispute raised by the complainant for non-receipt of physical bill, it is observed that the consumer has opted for e-bill earlier due to which he is not getting the physical bill and also he is getting additional financial benefit of ₹ 10/- p.m. against monthly bill. If the consumer is not interested for this e-bill facility, the e-bill option is to be de-activated and the consumer will get monthly physical bill.

Based on the above, the OP requested before the Forum to consider this and pass order as deemed fit.


MEMBER (Fin.)


PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 3 KW. The consumer has availed power supply since 24th Mar. 2010. As complained by the complainant and submission of OP, it is observed by the Forum that, the consumer is not getting the monthly physical bill rather he is getting E-bill for which he was represented before the Forum for physical bill. In response to that, the OP submitted that the consumer must have activated E-bill facility for which there is no physical bill distribution. The Forum has gone through submission and argument of both the parties and observed that earlier the consumer has opted for E-bill for which the consumer is getting a benefit of ₹ 10/- p.m. in the energy bill. It is the option of the consumer whether he is interested for E-bill and will get the extra financial benefit of ₹ 10/- p.m. in the monthly bill or not. During the course of hearing, the complainant represented for physical bill.

In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

The OP is hereby directed to de-activate the E-bill option from the billing software from this month onwards and must ensure that the consumer should get monthly physical bill.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within one month after receipt of GRF order otherwise it will be treated as non-compliance.




P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Santak Kumar Mahapatra, At-Radharanipada, Po/Dist-Bolangir-767001.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : tpwesternodisha.com → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

"If the Complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."